Group 20
CS: 352
Project 4 (User Research)
October 21, 2018

Research Questions and Goals:

Questions and Goals the Group Wanted to Answer with Research:
1. How often does the individual make a goal to complete?
2. How often do they meet/fail the goal to complete?
3. How do they remind themselves of the goal to complete right now?
4. Are they currently using any software to track goals/progress?
5. If they were to track their progress with software what features would they look for?
6. What goal do they most want to achieve in 2018?
7. Did they make a goal for 2018? Did they achieve this goal? Are they on their way to achieving this goal?
8. If the person fails at their goal, what do they find is most responsible for holding them back?
9. See the attitude most people have about their goals. Are they on track? Are they missing out on completion?
10. Determine what goals are most common with people.
11. See if people can say when they make most of their goals. Is it on a monthly basis? Quarterly? Once a year with New Year's Resolutions? Do they have an awareness of this even?
12. See how people plan their goals, and what steps people take to complete their goals.
13. See what kind of software people use to track their goals, and what features they'd want in an app.
14. See what motivates people to complete the goal.

Process for Answering Questions:

Our group conducted field interviews. The group members finalized the below questions prior to conducting the interviews. Since goals can be made in several different settings, the group members conducted interviews in several settings such as: campus buildings, a work environment, and an AirBNB dinner table for example.

Since the interview questions are the same, we triangulated the results by comparing the results between interviews.

When possible, we talked to people in the environment where they make goals, and we looked at the technology and process for planning their goals. If that was not possible, we did the interview without the retrospective reenactment of goal-setting.

We asked a set of interview questions to each participant:

1. When do you typically plan a goal?
2. What steps do you normally take when planning a goal?
3. How often do you plan a goal?
4. How often do you meet your goals?
5. How often to you fail to meet your goals?
6. How do you remind yourself to complete goals?
7. Do you use any software to track goals?
8. What kind of features would you look for in goal tracking software?
9. Did you make any goals in 2018?
10. If so, what were they?
11. Are you on track for completing them?
12. If you fail to complete a goal, what do you do?
13. Is there a goal that you have difficulty completing?
14. What is most responsible for holding you back in completing goals?
15. Can you demonstrate your process for planning goals?
16a. Can you describe a time when you completed a goal successfully? What were the steps that you took to achieve the goal?
16b. What do you think helped motivate you to complete the goal? How was this goal different than the ones that you failed to accomplish?

An Exhaustive Inventory of the Elements We Discussed in Class:

This information will be found in the beginning of each interview to offer better coherence. This section details our thought processes on how to gather this information.

No in-field observations were undertaken as in many cases it is not possible to determine when and where someone is likely to make a goal. Goal setting can occur in many environments, from a student hall, to a dining room on a vacation stop, to an office building in a work environment. For this reason, our group believed the best method to proceed would be to conduct in-field interviews.

We tried to write the questions for the interview with the notes from class in mind. We didn't use any jargon or long/complex questions. We set the goals several days prior to doing any interviews, so we were all aware of the interview goals.

When performing the interviews, we always started with an introduction, and we asked if we could interview the person. Then, we asked a few warm up questions, such as "When do you typically plan a goal" and "What steps do you normally take when planning a goal?" We built up

towards harder questions about actual process and motivation. Then, we closed the interview by signaling that the interview was over.

We also tried to be precise in recording our interview responses, taking into account a lot of nonverbal accounts and being particular about the surroundings.

Since planning a goal is often done internally, the location for the interview wasn't often important. However, we still looked carefully at the space that the interview took place in, and noted that as well.

We did try to do retrospective interviews by asking interviewees to reenact their process of setting a goal and carrying out the steps needed. When that wasn't possible, we did the interview more as a semi-structured interview. We also made sure to ask follow up questions when necessary.